POS: Device Introduction

The Medi-Cal-supplied Point of Service (POS) device is used to verify recipient eligibility, submit *HCFA 1500* claims, clear Share of Cost (SOC) liability, reserve Medi-Services, perform Family Planning Access Care and Treatment (Family PACT) transactions and submit and adjudicate pharmacy claims online.

If you have further questions about the operation of the POS device, refer to the appropriate section of the *POS Device User Guide* or contact the EDS POS/Internet Help Desk at 1-800-427-1295.

Overview

When you submit a transaction electronically, your POS device connects to the Medi-Cal host computer and transmits the transaction for authorization. Authorization is performed based on data in the Medi-Cal Management Information System.

Using the printer that comes with your POS device, you can print responses received from the system. The *POS: Sample Print Listings* section contains samples of the kinds of print listings you will see when you print transactions on the POS device printer.

Initializing the POS Device

You must initialize the POS device before you can submit any transactions. Instructions on initialization are contained in the *POS: Installation Instruction* section in this user guide. Follow the directions carefully and submit a test transaction. Once you have successfully submitted a test transaction, you may begin using your POS device.

For information about the Maintenance Terminal Initialization Function, please see the *POS: Software Maintenance Functions* section in this user guide.

System Start Screen

The System Start Screen welcomes you to Medi-Cal. This screen is the main menu of the system since all transactions originate from this point. From this screen, you must either swipe the recipient's plastic card through the slot or press the appropriate transaction key.

> # WELCOME TO MEDI-CAL
> # SWIPE CARD

Keyboard   The POS device has a standard (QWERTY style) keyboard with
                               special function and control keys.

**WELCOME TO MEDI-CAL
SWIPE CARD**

HELP	MAINT	FNC	CANCEL
F1	F2	F3	F4

PHARM	ELIG	SOC	MS
F5	F6	F7	F8

TAR	HCFA	FNC1	Print
F9	F10	F11	F12

↑ ↓ SK ▪

7	8	9
4	5	6
1	2	3
*	0	#

**STRIPE
SIDE**

Q W E R T Y U I O P
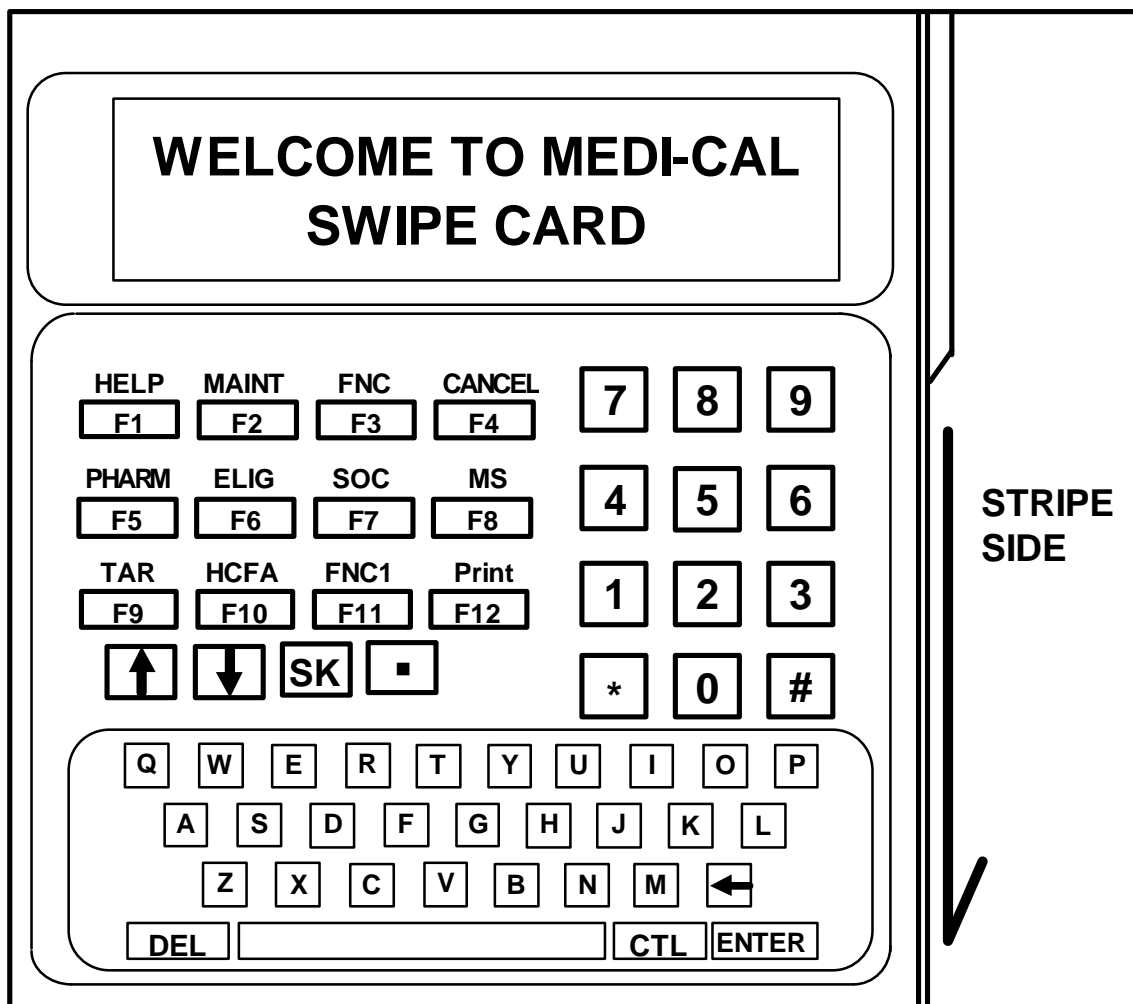A S D F G H J K L
Z X C V B N M ←
DEL CTL ENTER

Figure 1. Point of Service (POS) device displaying the System Start Screen.

| Key Functions | Different keys on the POS device perform different functions. Below is a listing of these functions. |

Data Entry Keys — The A thru Z and 0 thru 9 keys are used for data entry and accessing the function and maintenance options.

<ENTER> Enter Key — The <ENTER> key is used to accept the last entry or to continue to the next field during data entry.

<DEL> Delete Key — The <DEL> key is used to delete a character from a data entry field. When this key is pressed on the "LINE XX" prompt (where XX is a line number), all data fields associated with this line are deleted.

<CTL> Control Key — The <CTL> key is used in conjunction with other keys to perform special functions.

- Press the <CTL> "up arrow" <↑> in the "Re-edit" mode from the "LINE XX" prompt to move to the previous line. If pressed on a field prompt, you will move to a previous field.

- Press the <CTL> "down arrow" <↓> in the "Re-edit" mode from the "LINE XX" prompt to move to the next line. If you press these keys on a mandatory data field, "INVALID FIELD ENTRY" will display until a valid entry is made.

- Press the <CTL> "left arrow" <←> to move the cursor to the right.

- Press <CTL> <P> or <F12> to print the response.

- Press the <CTL> <DEL> to delete the entire contents of a data field or messages.

Function Keys	The function keys (F1, F2, F3, etc.) are assigned a specific function in the POS device program. They are used either alone or together with other keys to perform a specific function. The POS device has 12 function keys (F1-F12) as explained below.
(F1) Help <HELP>	Press the <HELP> key to access the Help Menu. The Help Key allows the user to obtain on-line information for specific fields and claim error codes.
(F2) Maintenance <MAINT>	Press the <MAINT> key to access the built-in function and the software download modules. For more information see the *POS: Software Maintenance Functions* section of this user guide.

- Press <MAINT> then <9><2> to access the software download module.

- Press <MAINT> then <8><4> to access the printer test module.

- Press <MAINT> then <9><9> to change or add a PBX number.

(F3) Special Functions <FNC>	Press the <FNC> key to access other special functions.

- Press <FNC>, then <T><X> to initiate a test transaction.

- Press <FNC>, then <P><S> to access the short cut key change/update module. A maximum of 10 short cut keys can be programmed.

(F4) Cancel <CANCEL>	Press the <CANCEL> key to cancel the current function or operation.
(F5) Pharmacy <PHARM>	Press the <PHARM> key to access the Pharmacy Claim Submissions menu. This key will only work for Pharmacy providers.
(F6) Eligibility <ELIG>	Press the <ELIG> key to access the Eligibility Verification menu.
(F7) Share of Cost <SOC>	Press the <SOC> key to access the Share of Cost Clearance menu.

(F8) Medi-Services <MS>	Press the <MS> key to access the Medi-Service reservation menu. This key is used only by podiatrists and certain Allied Health providers.
(F9) TARs <TAR>	The <TAR> key is not operational at this time.
(F10) HCFA <HCFA>	Press the <HCFA> key to access the HCFA 1500 Claim Submission menu.
(F11) Family PACT<>	Press the <F11> key to access the Family PACT menu.
(F12) Print Key <PRINT>	Press the <Print> key to print.
<↑> Up Arrow	Press the <↑> key to scroll up once for each key press.
<↓> Down arrow	Press the <↓> key to scroll down once for each key press.
<←> Left Arrow	Press the <←> key to move the cursor left once for each key press.
<SK> Skip	Press the Skip <SK> key to skip non-mandatory fields. Pressing this key on the prompt "LINE XX" allows you to skip that line and all of its associated data fields.

Submitting Transactions

After you have entered the required data for a transaction, the POS device will display a "SEND" prompt. See the *POS: Eligibility Transaction Procedures* section for details.

1: SEND		**2: RE-EDIT**
3: SOC	**4: M/S**	**5: CANCEL**

1: SEND	**2: RE-EDIT**
3: SOC	

Pressing "1" (SEND) instructs the POS device to dial the Medi-Cal host computer and send the transaction. After the transaction is processed, the Medi-Cal host sends the response back to the POS device. When you receive the response, you can view it on the screen or print it on the printer.

Printing

You can print the Medi-Cal host reply using the printer. Two printing options are available. The first option is a full listing of the reply that contains each field submitted to the Medi-Cal host, as well as the host's reply. The second option is printing a listing of the fields submitted without the response (that is, only the transaction).

To print just the transaction, press <CTL> and <P> or <F12> before sending the transaction to the Medi-Cal host computer. After the Host has responded, print the transaction and the host's reply by pressing <CTL> and <P> or <F12>.

Examples of print listings are contained in the *POS: Sample Print Listings* section in this user guide.

Error Handling

The POS device uses error checking and correction techniques to verify and correct your data.

Error Checking

Each entry in a transaction is checked to ensure that it conforms to the required format. If an entry does not conform, you are alerted and asked to correct the entry. This stage of error checking is designed to eliminate errors before they are sent to the Medi-Cal host computer.

> # INVALID FIELD ENTRY
> # PRESS ENTER KEY

Error Correction

If an error is discovered at the Medi-Cal host level, the Medi-Cal host rejects the transaction. When the rejected transaction is received by your POS device, the screen displays the errors found. A full listing of error codes is in the *POS: Error Codes* section in this user guide.

Pressing the <ENTER> key will move you through each field. You can correct any field with an error code. After the errors are corrected, resubmit the transaction.

Provider Mail	The Medi-Cal host computer will occasionally alert you that there is mail waiting. There are three different types of mail messages.
System Down	If the Medi-Cal host computer will not be operational, all POS users will receive a message listing the time the system will be unavailable. Each night, the system is "down" at midnight. All POS users will receive the following message, "Host System Down at 2359".
	This message is given to all POS users each day. Providers should not send transactions between midnight and 2 a.m.
Software Upgrade	If there is an upgrade to the POS software, you will receive a mail message ("SOFTWARE UPGRADE NEEDED") asking you to download the upgrade. Directions for upgrading software are in the *POS: Software Maintenance Functions* section*.*
Call Help Desk	If the EDS POS/Internet Help Desk needs to communicate with you, a +mail message will be sent ("CONTACT HELP DESK") asking you to contact the Help Desk. If you receive this message, please contact the Help Desk at the number in the mail message as soon as possible.
Exit Mail	To delete the mail message and exit this screen, press the <CTL> <DEL>.